




December 31, 2009

TO: Mayor and Members of Council

FROM: Rashad M. Young, City Manager 

SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Post-Retreat Follow-up Item: Council Small Groups
- HUD Awards Homeless Prevention Grants
- Reminder: Council Briefing on Tuesday, January 5th at 4 PM

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 12/21-12/27/09.

Post-Retreat Follow-up Item: Council Small Groups

At the recent Council Retreat, Assistant City Manager Turner agreed to partner with City Attorney Wood to generate some ideas for the council's consideration regarding small group meetings. Attached is Assistant City Manager Turner's memo for your review which outlines my recommendations to you.

Department of Housing & Urban Development Awards Homeless Prevention Grants

The Department of Housing and Urban Development (HUD) has announced \$1.44 million in renewal grant funding under the Continuum of Care program to 10 homeless services agencies located in Guilford County. "HUD's Continuum of Care Grants provides permanent and transitional housing to homeless persons. In addition, Continuum grants fund important services including job training, health care, mental health counseling, substance abuse treatment and child care. Continuum of Care grants are awarded competitively to local programs to meet the needs of their homeless clients. These grants fund a wide variety of programs from street outreach and assessment programs to transitional and permanent housing for homeless persons and families."

Funded programs in Guilford County include permanent and transitional housing, rental vouchers, case management, supportive services and data collection. HUD chose to announce the Continuum of Care renewal project awards early in order to ensure that there would be no break in services during a time of heightened need for housing and assistance. All renewal requests received full funding, plus an additional \$2,532 was added to two rental voucher projects. A new project grant award is still pending under this program for Open Door Ministries of High Point to provide additional rental vouchers for families. The Homeless Prevention Coalition of Guilford County has a history of successful Continuum of Care grant applications, which bring in much needed federal resources to address homeless issues.

Funded program list is attached.

Reminder: Council Briefing on Tuesday, January 5, 2009 at 4 PM

The agenda items for this Council Briefing are:

1. Performance evaluation process for City Manager
2. Council Meeting Procedures (i.e. procedures for speakers from the floor, etc.)

Public Affairs Department Contact Center Weekly Report
Week of 12/21/09 – 12/27/09

Contact Center

4095 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 692
General Info. – 149
Request to Cut-off – 77
New Sign-up – 73
Bill Extension – 69

Field Operations

Holiday Schedule – 129
Bulk Guidelines – 44
No Service/Garbage – 40
Icy Conditions in Road – 39
Loose Leaf Collection – 28

All others

Police/Watch Operations – 197
Landfill/Transfer/HHW – 63
Warrants – 60
Courts/Sheriff – 56
Online Payments – 33

Comments

We received a total of 9 comments this week:

- 1 comment for **Environmental Services**

Customer would like for the City to consider placing smaller containers at recycling drop sites for batteries. Customer is concerned that residents are throwing batteries away in their trash cans instead of taking them to the Household Hazardous Waste Collection Center on Patterson Street.

- 8 comments for **Field Operations**

Customer comment about leaf collection: “The City has done a really bad job and the city looks really bad. The snow plows have piled leaves up in front of driveways. People have to pay other folks to shovel their driveways. It’s a mess. There is absolutely no excuse for not picking up leaves.”

Customer called to let us know how happy she was with our service. She had called the previous day to complain about leaves and snow covering her mailbox. This morning, it was cleared. She wanted to say thanks for the fast service.

Email comment about leaf collection: “Forest Valley is in a mess due to lack of leaves not being picked up. The snow plows have made it worse and nothing is being done. I am sure the streets in Irving Park and Starmount are not this bad.”

Customer called to complain about leaf collection. They said the mounds of leaves up and down the streets are very dangerous. Customer said they are aware of some cities that require residents to place their leaves in large paper bags designed for leaves. They can be picked up on regular scheduled trash days. Customer said that this seems like a win-win situation because it seems better for the environment by using paper instead of plastic bags and our streets will be safer. Customer concluded by saying that the manpower required to run our trucks can be used in other areas of the city. They can maintain the many parks and ignored sidewalks on Holden and Hobbs roads (to name a few) by removing dead branches and debris.

Customer wanted to let us know that the crew members did a “wonderful job” clearing the streets.

Customer wanted to express their appreciation for the hard work the road crew did on Friday night in her area.

Public Affairs Department Contact Center Weekly Report (continued)

Comments for **Field Operations** (continued)

Customer called from Shining Light Baptist Church to thank the street crew for clearing the plowed snow from the entrance to their parking lot so that they could hold church services.

Customer wanted to thank everyone involved for clearing the snow on their cul-de-sac on a Sunday afternoon. They can get out and they greatly appreciate this.

Overall

Calls about the holiday schedule for garbage collection increased as customers were anxious to know when their garbage would be collected in light of the Christmas holiday. The winter storm also caused an increase in calls as customers wanted to know when the snow would be cleared on their streets. Several customers expressed their appreciation in how quickly the roads were cleared throughout the City.

Call volume was steady at the beginning of the week but slowed down considerably due to the City being closed in observance of the Christmas holiday.

December 23, 2009

TO: Rashad M. Young, City Manager

FROM: Denise N. Turner, Assistant City Manager

SUBJECT: Consideration of the Small Group Issue

As a follow-up to discussions at the Council retreat, December 11 and 12, Council has asked staff to bring the issue to the January 5, 2010 council meeting. Below are possible guidelines to help facilitate discussion and possible action for Council consideration.

Definition:

A small group meeting has generally been considered as one of 2 to 4 Council Members meeting, in one or more groups, with city staff to discuss various issues involving the City.

Possible Guidelines for Council Small Group meetings

Staff initiated meetings

The City Manager may find cause to initiate small group meetings of Councilmembers to brief participants on important subject matters to ensure Council has the information necessary to make public policy decisions. Only the City Manager can initiate staff meetings with Councilmembers.

All subject matter briefings are open to each member of Council.

Meetings will be scheduled in advance and all members will be notified of the subject matter and scheduled meeting times and locations. When arranging a small group meeting, the Manager will set multiple meeting times (with a minimum three meetings) to allow opportunities for all Members to attend the briefings.

In addition, if requested, the Manager will be available at alternative times to accommodate the schedule of Councilmembers who are not available for the arranged meetings.

The same agenda will be covered in each meeting. A meeting review document will be prepared once all meetings on the subject are finalized. This meeting review document will inform all members of unplanned topics that may have arisen during one of the meetings.

If a small group meeting is held impromptu and the urgency of the topic does not allow time for prior notification of all Members, the Manager will notify the entire Council that a meeting took place as soon as reasonable after the meeting. The Manager will arrange times to brief other members.

Council initiated meetings

Members of Council may find cause to initiate a small group meeting to discuss matters of importance to their constituents and/or increase their understanding of a particular subject matter.

All such meetings are open to each member of Council.

Councilmembers must arrange small group meetings through the City Manager. The Manager will make staff available as necessary to ensure the effectiveness of the meetings.

Meetings will be scheduled in advance and all members will be notified of the subject matter and scheduled meeting times and locations.

If requested, additional meetings will be set for other Councilmembers.

The same agenda will be covered in each meeting. A meeting review document will be prepared once all meetings on the subject are finalized. This meeting review document will inform all members of unplanned topics that may have arisen during one of the meetings.

If a small group meeting is held impromptu and the urgency of the topic does not allow time for prior notification of all Members, the Manager will notify the entire Council that a meeting took place as soon as reasonable after the meeting. The Manager will arrange times to brief other members, if requested.

RMY/mm/tll

CC: Bob Morgan, Deputy City Manager
Andy Scott, Interim Assistant City Manager
Terry Wood, City Attorney

**Department of Housing and Urban Development's Grants:
Continuum of Care Program Guilford County Homeless Services Agencies**
(Source: City of Greensboro Housing & Community Development Department)

Applicants	Project Name	2009 Grant Request	2009 Grant Awards
Youth Focus, Inc.	Youth Focus Transitional Living Program 2009	\$51,700	\$51,700
Family Service of the Piedmont, Inc.	Clara House - Case Management	\$35,942	\$35,942
Alcohol and Drug Services of Guilford, Inc.	Project Home Front	\$34,996	\$34,996
Family Service of the Piedmont, Inc.	Clara House/Carpenter House Outreach/Case Management	\$34,276	\$34,276
The Salvation Army High Point	Case Management/ After Care	\$19,274	\$19,274
Joseph's House, Inc.	Joseph's House Young Adult Independent Living Program	\$43,730	\$43,730
Mary's House, Inc.	Mary's House	\$135,982	\$135,982
Greensboro Urban Ministry	Partnership Village II	\$27,930	\$27,930
Open Door Ministries of High Point, Inc.	Arthur Cassell Memorial Transitional Housing Program	\$48,919	\$48,919
The Servant Center, Inc.	Servant House	\$47,586	\$47,586
Greensboro Housing Authority	Housing Opportunities	\$477,369	\$477,369
Greensboro Urban Ministry	Partnership Village I	\$31,920	\$31,920
Open Door Ministries of High Point, Inc. (formerly High Point Housing Coalition)	HMIS - High Point	\$13,750	\$13,750
Greensboro Housing Authority	Home At Last	\$120,804	\$121,548
Greensboro Housing Authority	Mary's House (aka Mary's Homes)	\$314,364	\$316,152
Open Door Ministries of High Point, Inc.	Mary's Homes - High Point	\$124,318	Pending